

Smith, LisaD

From: Risk, Julie
Sent: July 21, 2020 01:14 PM
To: Lafferty, Daniel; Libby, Mike; Ryan, Joe; Vanderklei, Craig
Subject: FW: GUIDANCE FOR MANAGERS: Summer Vacation Leave - Employees on Leave With Pay for Other Reasons /
Attachments: Sample Leave Message.docx

Joe- as an fyi

We are still awaiting union briefing it looks like so I believe we are in a holding pattern until this is done.

thanks

From: Minniti-Rocco, Marisa <Marisa.Minniti@cbsa-asfc.gc.ca>
Sent: July 21, 2020 1:00 PM
To: Taylor, Carrie <Carrie.Taylor@cbsa-asfc.gc.ca>; Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>; Nguyen, An <An.Nguyen@cbsa-asfc.gc.ca>; McMahon, Joe <Joe.McMahon@cbsa-asfc.gc.ca>; Robertson, Linda <Linda.Robertson@cbsa-asfc.gc.ca>; Shedden, Jeffrey <Jeffrey.Shedden@cbsa-asfc.gc.ca>; Walters, Jeff <Jeff.Walters@cbsa-asfc.gc.ca>; Risk, Julie <Julie.Risk@cbsa-asfc.gc.ca>
Cc: Durocher, Christine <Christine.Durocher@cbsa-asfc.gc.ca>; Susko, Paul <Paul.Susko@cbsa-asfc.gc.ca>; Prosia, Michael <Michael.Prosia@cbsa-asfc.gc.ca>; Newby, Joshua <Joshua.Newby@cbsa-asfc.gc.ca>; Lalonde, Antonietta <Antonietta.Lalonde@cbsa-asfc.gc.ca>; Underwood, Marlene <Marlene.Underwood@cbsa-asfc.gc.ca>
Subject: RE: GUIDANCE FOR MANAGERS: Summer Vacation Leave - Employees on Leave With Pay for Other Reasons /

Good afternoon:

Further to our last SOR COVID call whereby additional clarification was sought in relation to this guidance, I'd like to offer some information. Guidance from OCHRO was sent to all federal departments confirming that approved vacation requests can be cancelled as long as the employee is available to work (i.e. vacation is not to be substituted for 6990). Having said that, the leave bulletin issued last week outlines the following:

Modification and/or Cancellation of Vacation Leave

Employees who have submitted and been approved to take vacation leave in **fiscal year 2020-2021**, but have not yet actually started their anticipated leave, may, **due to the current circumstances**, request to modify and/or cancel their vacation leave with the understanding that they:

- Will be available to **report to work**, as per their assigned and/or scheduled hours of work; and
- Are expected to provide their supervisor and/or manager with alternate vacation leave dates to be taken **before March 31, 2021**.

I have confirmed my understanding with Corporate Labour Relations and offer the following:

- If an employee on 69XX submits a request to cancel approved vacation – the employee has to be available to return to work per the guidance received. To clarify, in the case of someone on 69XX – if the employee isn't

prepared to and available to return to work, in the current environment, Management may deny the request to cancel approved vacation leave.

- In general, employees can be granted permission to modify and/or cancel their pre-approved vacation leave. In such circumstances, however, the employee would be required to work during that specific period of time based on their schedule and assigned hours of work.
- That said, there's no blanket approach and each case should consider the individual's circumstances, specifically the reasons for 69XX.

In regards to concerns that this guidance is contrary to information conveyed to CIU at the National level, I can confirm that a commitment was made that employees wouldn't be forced to use their vacation leave this summer. This means that Management would not be exercising their delegated authority as provided for in the respective collective agreements, in scheduling vacation leave, specifically during the summer for employees. That being said, employees are expected to take leave in the year it was earned.

Further, additional guidance in the form of Q&As for management, which will address questions related to 699 and vacation leave is expected to be released shortly.

In addition I've attached an updated version of the message for your use (removal of reference to Phoenix damages leave entitlements, as they don't apply to CBSA employees who fall under the FB and PA collective agreements and removal of reference to "summer months approaching"). If you have an employee that has Phoenix damages leave to use, s/he may utilize that leave, if applicable.

Lastly, I am waiting for confirmation that CIU was briefed at the national level in regards to Management's approach to cancellation of leave. That said, an all employee message has been posted on Atlas conveying this approach.

Please contact Toni Lalonde, A/Manager Labour Relations or your Labour Relations Advisor should you have any questions or concerns.

I am also available if you have questions.

Marisa

From: Taylor, Carrie <Carrie.Taylor@cbsa-asfc.gc.ca>

Sent: July 14, 2020 3:03 PM

To: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>; Nguyen, An <An.Nguyen@cbsa-asfc.gc.ca>; McMahon, Joe <Joe.McMahon@cbsa-asfc.gc.ca>; Robertson, Linda <Linda.Robertson@cbsa-asfc.gc.ca>; Shedden, Jeffrey <Jeffrey.Shedden@cbsa-asfc.gc.ca>; Walters, Jeff <Jeff.Walters@cbsa-asfc.gc.ca>; Risk, Julie <Julie.Risk@cbsa-asfc.gc.ca>; Durocher, Christine <Christine.Durocher@cbsa-asfc.gc.ca>

Cc: Susko, Paul <Paul.Susko@cbsa-asfc.gc.ca>; Prosia, Michael <Michael.Prosia@cbsa-asfc.gc.ca>; Newby, Joshua <Joshua.Newby@cbsa-asfc.gc.ca>; Minniti-Rocco, Marisa <Marisa.Minniti@cbsa-asfc.gc.ca>

Subject: RE: GUIDANCE FOR MANAGERS: Summer Vacation Leave - Employees on Leave With Pay for Other Reasons / ORIENTATION POUR LES GESTIONNAIRES: Congés d'été - Employés en congés payés pour d'autres raisons

Good afternoon all,

Just to circle back on this one, I have received confirmation from HRB that for this specific capsule, there was no advanced copy for consultation, this is the final guidance from TBS. HRB has advised that LR Ops will be available to further support managers on specific questions they may have.

Marisa, there are a couple of comments from the various Directors that we may want to consider, as follows:

- There is a line that references Phoenix damage leave. Should that be left out of any communication to the FB group? I thought that group did not receive any?
 - Realizing that this is a sample leave message but assume we will approach this in SOR with the same messaging, so will this sentence be updated? It's mid July.
- “As the summer months approach and warmer weather arrives, employees are likely to want to get out and enjoy the sunshine. ”

It makes it appear as though we've had this document since before the summer leave requests were due with that line.

Carrie

From: Taylor, Carrie

Sent: July 14, 2020 10:44 AM

To: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>; Nguyen, An <An.Nguyen@cbsa-asfc.gc.ca>; McMahon, Joe <Joe.McMahon@cbsa-asfc.gc.ca>; Robertson, Linda <Linda.Robertson@cbsa-asfc.gc.ca>; Shedden, Jeffrey <Jeffrey.Shedden@cbsa-asfc.gc.ca>; Walters, Jeff <Jeff.Walters@cbsa-asfc.gc.ca>; Risk, Julie <Julie.Risk@cbsa-asfc.gc.ca>; Durocher, Christine <Christine.Durocher@cbsa-asfc.gc.ca>

Cc: Susko, Paul <Paul.Susko@cbsa-asfc.gc.ca>; Prosia, Michael <Michael.Prosia@cbsa-asfc.gc.ca>; Newby, Joshua <Joshua.Newby@cbsa-asfc.gc.ca>; Minniti-Rocco, Marisa <Marisa.Minniti@cbsa-asfc.gc.ca>

Subject: RE: GUIDANCE FOR MANAGERS: Summer Vacation Leave - Employees on Leave With Pay for Other Reasons / ORIENTATION POUR LES GESTIONNAIRES: Congés d'été - Employés en congés payés pour d'autres raisons

I am following up with the ITF as I do not believe that we had the opportunity to review this prior to dissemination for comments/feedback. If you have comments/feedback, please ensure that you send them to me and Paul Susko.

Thank you.

Carrie

From: Taylor, Carrie

Sent: July 14, 2020 10:26 AM

To: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>; Nguyen, An <An.Nguyen@cbsa-asfc.gc.ca>; McMahon, Joe <Joe.McMahon@cbsa-asfc.gc.ca>; Robertson, Linda <Linda.Robertson@cbsa-asfc.gc.ca>; Shedden, Jeffrey <Jeffrey.Shedden@cbsa-asfc.gc.ca>; Walters, Jeff <Jeff.Walters@cbsa-asfc.gc.ca>; Risk, Julie <Julie.Risk@cbsa-asfc.gc.ca>; Durocher, Christine <Christine.Durocher@cbsa-asfc.gc.ca>

Cc: Susko, Paul <Paul.Susko@cbsa-asfc.gc.ca>; Prosia, Michael <Michael.Prosia@cbsa-asfc.gc.ca>; Newby, Joshua <Joshua.Newby@cbsa-asfc.gc.ca>; Minniti-Rocco, Marisa <Marisa.Minniti@cbsa-asfc.gc.ca>

Subject: FW: GUIDANCE FOR MANAGERS: Summer Vacation Leave - Employees on Leave With Pay for Other Reasons / ORIENTATION POUR LES GESTIONNAIRES: Congés d'été - Employés en congés payés pour d'autres raisons

Good morning,

Please find attached the guidance for managers with respect to summer vacation leave for employees on leave with pay for other reasons. We were advised on the ITF call this morning that this would be forthcoming. Also attached is the sample message to provide to employees.

For your awareness and sharing with your management teams.

The link to the capsule referenced as provided to employees is copied below.

Carrie Taylor

A/Director of Corporate and Program Services Division, Operations Branch
Canada Border Services Agency/Government of Canada
Carrie.Taylor@cbsa-asfc.gc.ca /Tel: 905 354 3310/ TTY: 1-866-335-3237

I/Directrice des Services organisationnels et des programmes, Direction générale des opérations
Agence des services frontaliers du Canada/Gouvernement du Canada
Carrie.Taylor@cbsa-asfc.gc.ca /Tél: 905 354 3310/ ATS : 1-866-335-3237

From: CBSA-ASFC_Emergency_Management-Gestion_des_mesures_d'urgence <Emergency_Management-Gestion_des_mesures_d'urgence@cbsa-asfc.gc.ca>

Sent: July 14, 2020 10:19 AM

To: CBSA.F COVID19_Int Task Force _ Groupe de Travail Int F.ASFC

<CBSA.FCOVID19_Internal_Task_Force/Groupe_de_Travail_InterneF@cbsa-asfc.gc.ca>; Samson, Neal
<Neal.Samson@justice.gc.ca>; Julie.Watkinson@justice.gc.ca; Hoag, Shawn <Shawn.Hoag@cbsa-asfc.gc.ca>; Janes, Lisa
CBSA-ASFC <Lisa.Janes@cbsa-asfc.gc.ca>; Beauséjour, Annie <Annie.Beausejour@cbsa-asfc.gc.ca>

Cc: CBSA-ASFC_Emergency_Management-Gestion_des_mesures_d'urgence <Emergency_Management-Gestion_des_mesures_d'urgence@cbsa-asfc.gc.ca>; Plant, Ashley <Ashley.Plant@cbsa-asfc.gc.ca>; Lockwood, Dawn
<Dawn.Lockwood@cbsa-asfc.gc.ca>

Subject: GUIDANCE FOR MANAGERS: Summer Vacation Leave - Employees on Leave With Pay for Other Reasons /
ORIENTATION POUR LES GESTIONNAIRES: Congés d'été - Employés en congés payés pour d'autres raisons

See the below Guidance for managers on summer vacation leave. Please share with **MANAGERS ONLY**. A Capsule for employees has been published on Atlas. / Voir l'orientation ci-dessous destinée aux gestionnaires concernant les congés d'été. Veuillez la partager avec les **GESTIONNAIRES SEULEMENT**. Une Capsule destinée aux employés a été publiée sur Atlas.

English Version * La version française suit *****

Message to Management

**From the Labour Relations and Compensation Directorate (LRCD)
Human Resources Branch (HRB)**

Summer Vacation Leave

**Employees Currently on Leave With Pay for Other Reasons
related to the Pandemic**

This message is intended to provide management with annual leave guidance in addition to the Capsule on Summer

Summer Vacation Leave

Managers must ensure employee's annual leave is appropriately **managed and administered** in accordance with conditions of employment and/or collective agreement provisions.

Annual leave should be managed on a case by case basis and managers are encouraged to remain flexible and cc individual circumstances.

Requests to **modify and/or cancel annual leave** may be accepted but must be proactively and reasonably resche 2021 in accordance with the employee's **2020-2021 annual leave utilization plan**.

Should employees wish to modify or cancel their leave, they must be available to work.

Should employees not request alternative annual leave prior to March 31, 2021, management may **reserve the rig employee's vacation**.

Prior to **approving annual leave**, management needs to confirm that employees are aware of applicable national & health notices, including applicable Canadian provincial, territorial and/or city restrictions, which may require additic taken and/or granted as a result of **quarantine and/or self-isolation** related requirements.

NOTE: Leave with pay for other reasons will not be approved for these types of situations.

Employees on Leave with Pay for Other Reasons

Seeing as there are many employees who are away from the workplace, they would not have been privy to the Age leave message.

Managers are encouraged to communicate with employees who are on leave with pay for other reasons related to not yet requested summer vacation leave.

A sample message for management to use is attached.

For specific guidance, management is encouraged to consult with their regional Labour Relations Advisor.

Version française * The English version precedes *****

Message à la gestion

**De la Direction des relations de travail et rémunération (DRTR)
Direction générale des ressources humaines (DGRH)**

Congé d'été

**Les employés actuellement en congés payés pour d'autres motifs
liées à la pandémie**

Ce message est destiné à fournir à la gestion des conseils sur les congés annuels en plus de la capsule sur les coi

Congés d'été

Les gestionnaires doivent s'assurer que les congés annuels des employés soit **géré et administré** de manière app aux conditions d'emploi et/ou aux dispositions relatives à leur convention collective.

Les congés annuels doivent être gérés au cas par cas et les gestionnaires sont encouragés à rester flexibles et à tenir compte des circonstances individuelles des employés.

Les demandes de **modification et/ou d'annulation** des congés annuels peuvent être acceptées, mais doivent être faites de manière proactive et raisonnable avant le 31 mars 2021, conformément au **plan d'utilisation des congés annuels** de l'employé.

Si les employés souhaitent modifier ou annuler leur congé, ils doivent être disponibles pour travailler.

Si des employés ne demandent pas de dates alternatives pour leur congé annuel avant le 31 mars 2021, la gestion a le **droit d'établir leur calendrier de vacances.**

Avant **d'approuver les congés annuels**, la gestion doit confirmer que les employés sont au courant des avis de santé nationaux et internationaux applicables, y compris les restrictions provinciales, territoriales et/ou municipales canadiennes qui peuvent exiger la prise et/ou l'octroi de congés annuels supplémentaires en raison des exigences liées à la **quarantaine et l'isolement**.

REMARQUE : Les congés payés pour d'autres motifs ne seront pas approuvés pour ce type de situation.

Employés en congé payé pour d'autres motifs

Étant donné que de nombreux employés sont absents de leur lieu de travail, ils n'auraient pas été informés du message des congés annuels envoyé à l'ensemble de l'Agence.

Les gestionnaires sont encouragés à communiquer avec les employés qui sont en congé payé pour d'autres motifs qui n'ont pas encore demandé de congé de vacances d'été.

Vous trouverez ci-joint un exemple de message à l'usage de la gestion.

Pour obtenir des conseils spécifiques, la gestion est invitée à consulter leur conseiller(ère) régional en Relations de

English Version

Sample E-Mail Message

For Employees Currently on Leave With Pay for Other Reasons related to the Pandemic

Subject: Vacation Leave

Hello (**insert** employee name),

I hope you are doing well. With the summer months currently under way, employees are eager get out to enjoy the sunshine and warm weather.

Even though travel restrictions are still in place in many areas, employees are encouraged to use vacation leave to enjoy time away from work related obligations.

Summer Vacation

Employees are **expected** to use their vacation leave during the fiscal year in which it is earned. **This includes employees who are presently on approved leave with pay for other reasons due to the pandemic.**

All employees are therefore encouraged to use their vacation leave entitlements.

As per respective terms and conditions of employment and/or collective agreement provisions, vacation leave requests need to be submitted **in advance** to the designated supervisor and/or manager for approval purposes.

It would be greatly appreciated if you can inform (**insert** me **OR insert** your supervisor **OR insert** your manager) regarding any further leave plans you may have.

Please be aware, (**Insert I OR insert** your supervisor **OR insert** your manager) will be communicating with you if you do not submit your vacation leave requests in order to discuss a leave utilization plan for fiscal year 2020-2021.

Travel Considerations

If employees are planning to engage in inter-provincial/territorial and/or international travels, they must take into consideration public health travel advisories as per the active travel health notices, and any restrictions as outlined by respective provincial and/or territorial authorities (including any specific city related requirements).

This includes complying with applicable **national and/or provincial/territorial self-isolation and/or quarantine travel** related requirements.

Should this be the case, employees are expected to take additional planned vacation leave in order to cover their **entire anticipated time away from the workplace**, including applicable self-isolation or quarantine periods.

Please be aware that **leave with pay for other reasons will not be approved** for personal travel and/or for vacation leave purposes.

Leave Balances

If you are uncertain of your current leave balances, please contact (**insert me OR insert your supervisor OR insert your manager**) in order to be provided with this information, so you can continue to plan your vacation leave accordingly.

Let (**insert me OR insert your supervisor OR insert your manager**) know if you have any vacation leave related questions.

Thanks for your assistance.

Take care,

(**Insert name of supervisor OR insert name of manager**)

(**Insert Title**)

(**Insert contact e-mail**)

(**Insert contact telephone number**)

Smith, LisaD

From: Stagg, Robert
Sent: June 25, 2020 09:43 AM
To: Risk, Julie
Cc: Prosia, Jessica
Subject: RE: LUMM

Good morning Julie,

Thank you for the update on the LUMM. We are still awaiting guidance from corporate LR in regards to the cancellation of Vacation for those on 69XX leave and have been asked for patience as they formulate their response.

The response you provided is correct, and the concern presented by GUS is noted as the ability of those employees at the EC return to the workplace is beyond their control. As there should be regular contact with those off on 6990 leave, it should be the employees' responsibility to request the cancellation of their leave as they are asking to replace that approved leave with the continuation of the 6990 leave.

Please be certain once more information is received, the message will be forwarded to local management.

Thanks!

Robert Stagg

Labour Relations Advisor
Labour Relations Operations Division – Central South Division
Canada Border Services Agency / Government of Canada
robert.stagg@cbsa-asfc.gc.ca / Tel: 343-552-3662

Conseiller en relations de travail
Division des opérations de relations de travail - Division centre sud
Agence des services frontaliers du Canada / Gouvernement du Canada
robert.stagg@cbsa-asfc.gc.ca / Tél: 343-552-3662

From: Risk, Julie <Julie.Risk@cbsa-asfc.gc.ca>
Sent: June 25, 2020 9:01 AM
To: Stagg, Robert <Robert.Stagg@cbsa-asfc.gc.ca>; Prosia, Jessica <Jessica.Prosia@cbsa-asfc.gc.ca>
Subject: LUMM

Oh hello,
We were able to have our LUMM yesterday. Lisa is doing up the minutes for us.

There was a question on if the Employer would be automatically cancelling vacation for those on 6990 or if employees have to do it themselves.

I explained that they would have to submit the leave for consideration and that it is expected that employees use there leave in this fiscal.

I also explained with resumption planning I don't know what will be happening in august even and if people will be in the workplace.

I said that new information is anticipated to come out this week in relation to 6990 in general.

The one point Gus made was that there are employees, for ex, the EC who are off because the employer does not have work for them. They shouldn't have to use their leave.

Julie Risk

A/Director – Fort Erie District | Operations Branch

Canada Border Services Agency | Government of Canada

julie.risk@cbsa-asfc.gc.ca | Tel.: 905-994-6500 | TTY: 866-335-3237

Directrice par intérim – District de Fort Erie | Direction générale des opérations

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Message to employees

Summer vacation leave

The CBSA is incredibly proud of the professionalism that employees have shown over the course of the last few months in responding to the COVID-19 pandemic.

Management at all levels want to appropriately acknowledge employee's unwavering Agency-wide commitment and dedication under such challenging and unique conditions.

Summer Holidays

During these on-going and unprecedented times, it is extremely important to recognize the personal value for employees to actually take a well-deserved break from their regular work routine. Resting and recharging can most definitely result in real mental and physical advantages that help achieve overall well-being.

Employees are expected to request and use their vacation leave entitlements in the coming months, as per respective terms and conditions of employment and/or collective agreements.

Vacation leave requests need to be submitted in advance to the designated supervisor and/or manager for approval purposes.

Modification and/or Cancellation of Vacation Leave

Employees who have submitted and been approved to take vacation leave in **fiscal year 2020-2021** but have not yet actually started their anticipated leave may **due to the current circumstances**, request to modify and/or cancel their vacation leave with the understanding that they

- Will be available to **report to work**, as per their assigned and/or scheduled hours of work, and
- Are expected to provide their supervisor and/or manager with alternate vacation leave dates to be taken **before March 31, 2021**.

Travel Considerations

If employees are planning to engage in inter-provincial/territorial and/or international travels, they must take into consideration public health travel advisories as per the active travel, health notices and any restrictions as outlined by respective provincial and/or territorial authorities (including any specific city-related requirements).

This includes complying with applicable **national and/or provincial/territorial self-isolation and/or quarantine travel** related requirements.

Rose, Christine

From: Prosia, Jessica
Sent: April 23, 2020 03:33 PM
To: House, Michael
Subject: Clarification

Hi Mike,

The change in leave from 2100 to 6990 is only retroactive until March 13, 2020, not prior to March 12, 2020.
And it is only for COVID related symptoms.

Like I said, still waiting on official communication on this, however, the AR's for the employees we discussed can be changed.

My apologies if there was some confusion on this.

Jessica

Labour Relations Advisor
Labour Relations Operations Division – Central South Division
Canada Border Services Agency / Government of Canada
Jessica.Prosia@cbsa-asfc.gc.ca / Tel: 905-354-2763

Conseillère en Relations de travail
Division des Opérations de Relations de travail – Division Centre-Sud
Agence des Services Frontaliers du Canada / Gouvernement du Canada
Jessica.Prosia@cbsa-asfc.gc.ca / Tél: 905-354-2763

Rose, Christine

From: Prosia, Jessica
Sent: April 24, 2020 11:29 AM
To: Vanderklei, Craig
Subject: Leave

Hi Craig,

In Arnold's absence, can you please confirm or correct the following information we have on file for how Commercial Operations grants leave requests:

Peace Bridge Commercial	By shift	Too difficult to "juggle" (Y107) EE's around; Has been done by shift for a long period of time
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Also, what do you consider a shift? (i.e. days; afternoons; nights – or all day vs. nights).

Thank you!

Jessica

Labour Relations Advisor
Labour Relations Operations Division – Central South Division
Canada Border Services Agency / Government of Canada
Jessica.Prosia@cbsa-asfc.gc.ca / Tel: 905-354-2763

Conseillère en Relations de travail
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Rose, Christine

From: Prosia, Jessica
Sent: April 24, 2020 11:27 AM
To: Reece, Erika
Subject: Leave

Hi Erika,

Can you please confirm or correct the following information we have on file for how Traffic Operations grants leave requests:

Peace Bridge Traffic	By shift	Look at numbers operationally by shift.
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Also, what do you consider a shift? (i.e. days; afternoons; nights – or all day vs. nights).

Thank you!

Jessica

Labour Relations Advisor
Labour Relations Operations Division – Central South Division
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Jessica.Prosia@cbsa-asfc.gc.ca / Tel: 905-354-2763

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Jessica.Prosia@cbsa-asfc.gc.ca / Tél: 905-354-2763

Rose, Christine

From: Prosia, Jessica
Sent: June 19, 2020 09:36 AM
To: Reece, Erika
Subject: RE: Call Today

Great, whats your number again?

From: Reece, Erika <Erika.Reece@cbsa-asfc.gc.ca>
Sent: June 19, 2020 9:35 AM
To: Prosia, Jessica <Jessica.Prosia@cbsa-asfc.gc.ca>
Subject: RE: Call Today

I am available right now!!

From: Prosia, Jessica <Jessica.Prosia@cbsa-asfc.gc.ca>
Sent: June 19, 2020 9:33 AM
To: Reece, Erika <Erika.Reece@cbsa-asfc.gc.ca>
Subject: Call Today

Hi Erika,

Are you available for a call today to discuss:

- Your question about cancelling leave while on 6990
-

Thank you,

Jessica

Labour Relations Advisor
Labour Relations Operations Division – Central South Division
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Jessica.Prosia@cbsa-asfc.gc.ca / Tél: 905-354-2763

Rose, Christine

From: Prosia, Jessica
Sent: May 11, 2020 11:34 AM
To: Smith, Darren
Subject: RE: HOD question

That's right, I can't believe the holiday is in a week.

I would call the employee then and follow below.

And in case it comes up, they are not entitled to put in for anything because you called them at home on a day of rest to notify them about a schedule change.

From: Smith, Darren <Darren.Smith@cbsa-asfc.gc.ca>
Sent: May 11, 2020 11:07 AM
To: Prosia, Jessica <Jessica.Prosia@cbsa-asfc.gc.ca>
Subject: RE: HOD question

Sounds good
Today is the 7 days notice.

From: Prosia, Jessica <Jessica.Prosia@cbsa-asfc.gc.ca>
Sent: May 11, 2020 11:06 AM
To: Smith, Darren <Darren.Smith@cbsa-asfc.gc.ca>
Subject: RE: HOD question

Hi Darren,

When is the employee back in the workplace? Will they receive the email before the 7 day notice?

If not, I would recommend calling them at home to let them know that they are being H'd and then follow up with an email to their work email. Something along the line of "as per our phone conversation which took place at XXXX hours on May XX, 2020,"

If you would like to discuss further, please let me know.

Jessica

From: Smith, Darren <Darren.Smith@cbsa-asfc.gc.ca>
Sent: May 11, 2020 10:50 AM
To: Prosia, Jessica <Jessica.Prosia@cbsa-asfc.gc.ca>
Subject: HOD question

Morning Jess,

I am in the process of notifying BSO's that the employer has H'd them.

Question:

If the BSO has not provided a home email address are we to call them at home to notify them? Or is an email to the work address suffice?

Thanks

Darren

Darren Smith

Superintendent, Operations Branch
Canada Border Services Agency / Government of Canada
Darren.Smith@cbsa-asfc.gc.ca / Tel. : 905-994-6379 / TTY: 866-335-3237

surintendant, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
Darren.Smith@cbsa-asfc.gc.ca / Tél. : 905-994-6379 / ATS : 866-335-3237

Rose, Christine

From: Prosia, Jessica
Sent: March 4, 2020 03:09 PM
To: Ryan, Joe
Subject: RE: LWOP

Hi Joe,

To add to my last email, there may be some circumstances where it would be appropriate to allow the employee to take LWOP – compassionate cases, for example.

If you feel that this case may meet this, let me know and we can discuss further.

Jessica

From: Ryan, Joe <Joe.Ryan@cbsa-asfc.gc.ca>
Sent: March 3, 2020 3:57 PM
To: Prosia, Jessica <Jessica.Prosia@cbsa-asfc.gc.ca>
Subject: RE: LWOP

Sure – I will be in Niagara on a course – but I will have my phone and monitor emails from you

Cheers

Joe

From: Prosia, Jessica <Jessica.Prosia@cbsa-asfc.gc.ca>
Sent: March 3, 2020 2:11 PM
To: Ryan, Joe <Joe.Ryan@cbsa-asfc.gc.ca>
Subject: RE: LWOP

Hi Joe,

That makes sense.

I will do a bit more research and let you know a final recommendation.

Are you okay with a response tomorrow?

Jessica

From: Ryan, Joe <Joe.Ryan@cbsa-asfc.gc.ca>
Sent: March 3, 2020 1:53 PM
To: Prosia, Jessica <Jessica.Prosia@cbsa-asfc.gc.ca>
Subject: LWOP

Hello Jessica,

Because she is a straight day worker, Monday –Friday (8x16) there is no option to move her DR

I will wait to hear from you at the end of your research.

Regards

Joe

Chief Operations Branch
Southern Ontario Region – Fort Erie District
Direction generale des operations
Region du Sud de l'Ontario – District de Fort Erie
Office 905-994-6309

Rose, Christine

From: Prosia, Jessica
Sent: March 4, 2020 03:01 PM
To: Ryan, Joe
Subject: RE: LWOP

Hi Joe,

I had some further discussion on this topic and there is no provision for allowing an employee to take Leave Without Pay (LWOP) because they have exhausted all of their leave. In this case, the employee had an allotted 37.5 hours which would have been used for the purpose in which she is asking.

The Employer would therefore not typically approve LWOP for a day because the employee has exhausted other types of leave that was afforded to them, in this case. (**Not to be confused with Sick –LWOP** as this is a different provision).

Let me know if you would like to discuss further,

Jessica

**** Article 43: leave with pay for family-related responsibilities**

43.01 For the purpose of this article, family is defined as spouse (or common-law partner resident with the employee), children (including foster children, step-children or children of the spouse or common-law partner, ward of the employee), grandchild, parents (including step-parents or foster parents), father-in-law, mother-in-law, brother, sister, step-brother, step-sister, grandparents of the employee, any relative permanently residing in the employee's household or with whom the employee permanently resides or any relative for whom the employee has a duty of care, irrespective of whether they reside with the employee.

43.02 The total leave with pay which may be granted under this article shall not exceed thirty-seven decimal five (37.5) hours in a fiscal year.

43.03 Subject to clause 43.02, the Employer shall grant the employee leave with pay under the following circumstances:

- a. to take a family member for medical or dental appointments, or for appointments with school authorities or adoption agencies, if the supervisor was notified of the appointment as far in advance as possible;
- b. to provide for the immediate and temporary care of a sick member of the employee's family and to provide the employee with time to make alternative care arrangements where the illness is of a longer duration;
- c. to provide for the immediate and temporary care of an elderly member of the employee's family;
- d. for needs directly related to the birth or the adoption of the employee's child;
- e. to attend school functions, if the supervisor was notified of the functions as far in advance as possible;
- f. to provide for the employee's child in the case of an unforeseeable closure of the school or daycare facility;
- g. seven decimal five (7.5) hours out of the thirty-seven decimal five (37.5) hours stipulated in clause 43.02 above may be used to attend an appointment with a legal or paralegal representative for non-employment related matters, or with a financial or other professional representative, if the supervisor was notified of the appointment as far in advance as possible.

<p>Article 52 (FB) & Article 53 (PA) – Leave With or Without Pay for Other Reasons</p>	<ul style="list-style-type: none"> • At it's discretion, Employer may grant leave with pay for circumstances not directly attributable; or • Leave with or without pay for purposes other than those specified already in the CA. 	<ul style="list-style-type: none"> • The first category is to be u requiring leave are attribut way, or do not actually <u>pre</u> reporting. • The 2nd clause is not for gra of leave have been exhaust other types of leave have b "LWOP" for these reasons.
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Joe

Chief Operations Branch
Southern Ontario Region – Fort Erie District
Direction générale des opérations
Région du Sud de l'Ontario – District de Fort Erie
Office 905-994-6309

Rose, Christine

From: Prosia, Jessica
Sent: May 4, 2020 04:53 PM
To: Smith, Darren
Subject: Re: Summer Leave Question

Hi Darren,

Can we chat tomorrow morning?
What time works for you?

Jessica

Sent from my iPhone

On May 4, 2020, at 4:27 PM, Smith, Darren <Darren.Smith@cbsa-asfc.gc.ca> wrote:

are you able to take a call? Or perhaps we can chat tomorrow morning regarding this. I can provide some clarification.

From: Prosia, Jessica <Jessica.Prosia@cbsa-asfc.gc.ca>
Sent: May 4, 2020 4:18 PM
To: Smith, Darren <Darren.Smith@cbsa-asfc.gc.ca>
Subject: RE: Summer Leave Question

Hi Darren,

Looking for some additional information prior to responding: How do you typically apply leave for BSO's that are accommodated? Are they considered separately?

Thank you,

Jessica

From: Smith, Darren <Darren.Smith@cbsa-asfc.gc.ca>
Sent: May 4, 2020 12:07 PM
To: Prosia, Jessica <Jessica.Prosia@cbsa-asfc.gc.ca>
Subject: Summer Leave Question

Afternoon Jess,

We are going to have to complete summer leave bidding on 2 schedules.... The interim and the old schedule.

Question for you:

People working Telework.... Are they to be including with the others in the Interim schedule or can then be dealt with separately? I currently have them in 2 separate working groups and schedules.

Thanks

Darren

Darren Smith

Superintendent, Operations Branch
Canada Border Services Agency / Government of Canada
Darren.Smith@cbsa-asfc.gc.ca / Tel. : 905-994-6379 / TTY: 866-335-3237

surintendant, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
Darren.Smith@cbsa-asfc.gc.ca / Tél. : 905-994-6379 / ATS : 866-335-3237

Rose, Christine

From: Prosia, Jessica
Sent: August 12, 2020 09:13 AM
To: Moxon, Christopher; Stagg, Robert
Subject: RE: Upcoming school year

Hi Chris,

Thank you for flagging this.

The current guidance on leave requests regarding family related responsibilities continues to be in effect.

I will follow up regarding further guidance specific to the latest school developments in Ontario.

Thank you,

Jessica

From: Moxon, Christopher <Christopher.Moxon@cbsa-asfc.gc.ca>
Sent: August 12, 2020 8:53 AM
To: Stagg, Robert <Robert.Stagg@cbsa-asfc.gc.ca>; Prosia, Jessica <Jessica.Prosia@cbsa-asfc.gc.ca>
Cc: Risk, Julie <Julie.Risk@cbsa-asfc.gc.ca>
Subject: FW: Upcoming school year

All,

Just wanted to give you a heads up we are starting to get questions regarding the upcoming school year and child care.

Thanks,
Chris

From: Vanderklei, Craig <Craig.Vanderklei@cbsa-asfc.gc.ca>
Sent: August 12, 2020 8:50 AM
To: Moxon, Christopher <Christopher.Moxon@cbsa-asfc.gc.ca>
Subject: FW: Upcoming school year

As fyi

From: Vanderklei, Craig
Sent: August 12, 2020 8:49 AM
To: Leach, ScottS <Scott.Leach2@cbsa-asfc.gc.ca>; Smith, Darren <Darren.Smith@cbsa-asfc.gc.ca>; Ryan, Joe <Joe.Ryan@cbsa-asfc.gc.ca>
Subject: RE: Upcoming school year

Hello Scott

As it stands now, we will continue to follow the same process as we have been in regards to family related leave requests.

Thank you
Craig

Rose, Christine

From: Prosia, Jessica
Sent: March 26, 2020 02:02 PM
To: Johnsen, Arnold
Subject: Vacation

Hi Arnold,

Vacation requests are to be treated as usual – if an employee requests leave, then assess if you can give it to them based on occupational requirements.

Let me know if you would like to discuss further,

Jessica

Labour Relations Advisor
Labour Relations Operations Division – Central South Division
Canada Border Services Agency / Government of Canada
Jessica.Prosia@cbsa-asfc.gc.ca / Tel: 905-354-2763

Conseillère en Relations de travail
Division des Opérations de Relations de travail – Division Centre-Sud
Agence des Services Frontaliers du Canada / Gouvernement du Canada
Jessica.Prosia@cbsa-asfc.gc.ca / Tél: 905-354-2763

Rose, Christine

From: Stagg, Robert
Sent: August 12, 2020 08:45 AM
To: Vanderklei, Craig; Ryan, Joe (Joe.Ryan@cbsa-asfc.gc.ca); Smith, Darren
Cc: Prosia, Jessica (Jessica.Prosia@cbsa-asfc.gc.ca)
Subject: FW: Upcoming school year

Good morning Craig,

The current guidance on leave requests regarding family related responsibilities continues to be in effect.

We will follow up with you if/when new guidance is received in relation to the latest school developments in Ontario.

Please feel free to reach out to LR if further guidance as needed.

Robert (Bobby) Stagg

Labour Relations Advisor
Labour Relations Operations Division – Central South Division
Canada Border Services Agency / Government of Canada
robert.stagg@cbsa-asfc.gc.ca / Tel: 343-552-3662

Conseiller en relations de travail
Division des opérations de relations de travail - Division centre sud
Agence des services frontaliers du Canada / Gouvernement du Canada
robert.stagg@cbsa-asfc.gc.ca / Tél: 343-552-3662

From: Vanderklei, Craig <Craig.Vanderklei@cbsa-asfc.gc.ca>
Sent: August 12, 2020 7:38 AM
To: Prosia, Jessica <Jessica.Prosia@cbsa-asfc.gc.ca>; Stagg, Robert <Robert.Stagg@cbsa-asfc.gc.ca>
Cc: Ryan, Joe <Joe.Ryan@cbsa-asfc.gc.ca>; Smith, Darren <Darren.Smith@cbsa-asfc.gc.ca>
Subject: FW: Upcoming school year

Hello Jessica and Robert

Is there any new information in relation to the school situation?
I would imagine he is in the same situation for 6900 daycare if he keeps his kids home?

Thanks
Craig

Message to employees

Summer vacation leave

The CBSA is incredibly proud of the professionalism that employees have shown over the course of the last few months in responding to the COVID-19 pandemic.

Management at all levels want to appropriately acknowledge employee's unwavering Agency-wide commitment and dedication under such challenging and unique conditions.

Summer Holidays

During these on-going and unprecedented times, it is extremely important to recognize the personal value for employees to actually take a well deserved break from their regular work routine. Resting and recharging can most definitely result in real mental and physical advantages that help achieve overall well-being.

Employees are expected to request and use their vacation leave entitlements in the coming months, as per respective terms and conditions of employment and/or collective agreements.

Vacation leave requests need to be submitted in advance to the designated supervisor and/or manager for approval purposes.

Modification and/or Cancellation of Vacation Leave

Employees who have submitted and been approved to take vacation leave in **fiscal year 2020-2021**, but have not yet actually started their anticipated leave, may, **due to the current circumstances**, request to modify and/or cancel their vacation leave with the understanding that they:

- Will be available to **report to work**, as per their assigned and/or scheduled hours of work; and
- Are expected to provide their supervisor and/or manager with alternate vacation leave dates to be taken **before March 31, 2021**.

Travel Considerations

If employees are planning to engage in inter-provincial/territorial and/or international travels, they must take into consideration public health travel advisories as per the active travel health notices, and any restrictions as outlined by respective provincial and/or territorial authorities (including any specific city related requirements).

This includes complying with applicable **national and/or provincial/territorial self-isolation and/or quarantine travel** related requirements.

Should this be the case, employees are expected to take additional planned vacation leave in order to cover their **entire anticipated time away from the workplace**, including applicable self-isolation or quarantine periods.

Please be aware that leave with pay for other reasons will **not be approved** for personal travel and/or for vacation leave purposes.

Seeing as employees are expected to **take vacation leave during the fiscal year that it is earned**, management will be communicating with employees who have yet to submit their vacation leave requests in order to discuss a leave utilization plan for fiscal year 2020-2021.

Questions

Employees are encouraged to correspond with their supervisor and/or manager in order to discuss any vacation leave related questions.

Rose, Christine

From: Stagg, Robert
Sent: July 22, 2020 01:32 PM
To: Libby, Mike
Cc: Prosia, Jessica (Jessica.Prosia@cbsa-asfc.gc.ca)
Subject: RE: Military Leave

Good afternoon Mike,

I verified section 1(c)(23) of the Delegated Authority for Operational Matters Labour Relations and Compensation (atlas/hrb-dgrh/lr-rt/deleg/sch_ann_2d_eng.asp), and Approves leave with or without pay for reserve forces training falls within CBSA minus 3 (CBSA - 3), so the District Director's level.

Section	Topic and Description	CBSA - 1	CBSA - 2	CBSA - 3	CBSA - 4	CBSA - 5	References and Remarks
1 c) 23	Approves leave with or without pay for reserve forces training.	X	X	X			Leave With Pay and Leave Without Pay Policies.

Please see the attached link (http://atlas/hrb-dgrh/lr-rt/deleg/sch_ann_1_eng.asp) for the list of Delegated Levels.

Delegated levels

CBSA Delegation Levels	Positions
President of the CBSA	President
CBSA Minus 1 (CBSA - 1)	CBSA Vice-Presidents
CBSA minus 2 (CBSA - 2)	Managers reporting directly to the CBSA - 1 level (e.g, Regional Director Generals, Headquarter Director Generals)
CBSA minus 3 (CBSA - 3)	Managers reporting directly to the CBSA - 2 level (e.g, District Directors, Regional Program Directors, Headquarter Directors)
CBSA minus 4 (CBSA - 4)	Managers reporting directly to the CBSA - 3 level (e.g, Chiefs)
CBSA minus 5 (CBSA - 5)	Managers reporting directly to the CBSA - 4 level (e.g, Superintendents)

I have also included the link to the Treasury Board's Directive on Leave and Special Working Arrangements, where it addresses the issue in Appendix A (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=15774>) in section **Serve in the Canadian Forces Reserve**. It states *Persons appointed to the core public administration may be*

granted leave with pay for other reasons for the purpose of serving in the Canadian Forces Reserve. Persons with the delegated authority to approve such leave are encouraged to grant leave of absences for this purpose. Such leave is to conform to the provisions of the Reserve Forces Training Leave Regulations made pursuant to the National Defence Act.

Hope that helps, if there is anything further please let me know.

RoberT Stagg

Labour Relations Advisor
Labour Relations Operations Division – Central South Division
Canada Border Services Agency / Government of Canada
robert.stagg@cbsa-asfc.gc.ca / Tel: 343-552-3662

Conseiller en relations de travail
Division des opérations de relations de travail - Division centre sud
Agence des services frontaliers du Canada / Gouvernement du Canada
robert.stagg@cbsa-asfc.gc.ca / Tél: 343-552-3662

From: Libby, Mike <Mike.Libby@cbsa-asfc.gc.ca>
Sent: July 22, 2020 1:07 PM
To: Stagg, Robert <Robert.Stagg@cbsa-asfc.gc.ca>
Subject: Military Leave

Robert...

Whom does the delegated authority to approved Military leave lie with?

Thanks

Mike Libby

A/Chief - Fort Erie District | Operations Branch
Canada Border Services Agency / Government of Canada
Mike.Libby@cbsa.gc.ca Tel.- 905-994-6361 /

i/chef - District de Fort Erie | Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
Mike.Libby@cbsa.gc.ca Tel.- 905-994-6361 /

Rose, Christine

From: CBSA-ASFC_Insider-Manchettes
Sent: July 14, 2020 11:41 AM
To: NAT-Dist_all_CBSA-tous_ASFC
Subject: The CBSA Daily - July 14 juillet - Le Quotidien de l'ASFC

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Red Category



Thank you for your ongoing commitment to the Agency and to Canadians during these unique times.

We will continue to share new information related to COVID-19 in the CBSA Daily and you can find all work-related coronavirus information by visiting the [COVID-19: Resources for CBSA employees on Atlas](#).

Nous vous remercions de votre engagement continu envers l'Agence et les Canadiens en cette période sans précédent.

Nous continuerons à diffuser les nouvelles informations relatives à la COVID-19 dans le Quotidien de l'ASFC. Vous trouverez tous les renseignements concernant le coronavirus et le milieu de travail sur la page Atlas [COVID-19: Ressources pour les employés de l'ASFC](#).

CBSA OPERATIONAL BULLETINS

OBO-2020-053: United States Preclearance Officer
Importation of Defensive Equipment – Regulated and
Non-Regulated Items

Note: You can find all [bulletins related to COVID-19](#) on
Atlas.

LEGISLATIVE CHANGES TO CPP AND QPP CONTRIBUTIONS

Legislative changes to the Canada Pension Plan (CPP)
and Québec Pension Plan (QPP) that impact previous
year salary overpayments due to clerical, administrative,
or system errors, have now been applied to the Phoenix
pay system.

This means that since June 25, 2020, adjustments to the
CPP and QPP contributions taken on overpayments are
being made by the pay system. Employees will no longer
be required to repay the taxes and deductions taken on
an overpayment. This is in addition to the applicable
Federal Income Tax, Provincial/Territorial Income Tax,
Employment Insurance (EI), and Québec Parental
Insurance Plan (QPIP) changes implemented in [March
2019](#).

[The Changes to Processing Previous Year Salary
Overpayment visual aid](#) will help you understand the
changes to previous year overpayments due to changes
in CPP and QPP legislation.

BULLETINS OPÉRATIONNELS DE L'ASFC

OBO-2020-053 : Importation d'équipement de défense par les
contrôleurs des États-Unis — articles réglementés et non
réglementés

À noter : Vous pouvez trouver tous les [bulletins relatifs à
COVID-19](#) sur Atlas

MODIFICATIONS LÉGISLATIVES CONCERNANT LES COTISATIONS AU RPC ET AU RRQ

Les modifications législatives au Régime de pensions du
Canada (RPC) et au Régime de rentes du Québec (RRQ) qui
ont une incidence sur le salaire payé en trop d'une année
antérieure en raison d'erreurs d'écriture, administratives ou du
système ont été appliquées dans le système de paye Phénix.

Cela signifie que depuis le 25 juin 2020, le système de paye
rajuste les cotisations au RPC et au RRQ prélevées sur les
salaires payés en trop. Les employés ne seront plus tenus de
rembourser les impôts et les retenues appliqués au salaire
payé en trop. Cela s'ajoute aux changements applicables à
l'impôt fédéral sur le revenu, à l'impôt provincial ou territorial
sur le revenu, à l'assurance-emploi (AE) et au Régime
québécois d'assurance parentale (RQAP) mis en œuvre en
[mars 2019](#).

[Le support visuel Modifications au traitement de salaire versé
en trop d'une année antérieure](#) vous aidera à comprendre les
modifications aux trop-payés d'une année antérieure
attribuables à l'application des modifications législatives au
RPC et au RRQ.

COVID-19 CAPSULES

New guidance has been added to our [COVID-19
Capsules](#) page on Atlas.

Summer vacation leave

This capsule outlines how employees can request and
use their vacation leave entitlements in the coming
months.

CAPSULES COVID-19

De nouvelles directives ont été ajoutées à la page des
[Capsules COVID-19](#) dans Atlas.

Congés d'été

Cette capsule décrit comment les employés peuvent
demander et utiliser leurs droits aux congés annuels au cours
des prochains mois.

SECOND LANGUAGE TRAINING AT THE CBSA

Do you need to acquire, improve or maintain your
second language skills?

The CBSA Official Language Training School accepts
new applications year-round.

FORMATION DE LANGUE SECONDE À L'ASFC

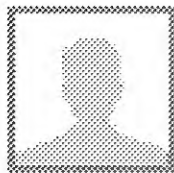
Avez-vous besoin d'acquérir, d'améliorer ou de maintenir votre
langue seconde?

L'École des langues officielles de l'ASFC accepte les
inscriptions pour la formation de langue seconde tout au long
de l'année.

If you're interested, speak to your manager about your eligibility and submit your application.
 For more information, visit the [CBSA Official Languages School](#) page.

Si vous êtes intéressé, discutez avec votre gestionnaire pour savoir si vous êtes admissible et soumettez votre inscription.
 Pour plus d'informations, visitez la page de l'[École de langues officielles de l'ASFC](#).

UPDATE YOUR GCCAMPUS PROFILE THIS SUMMER



À mettre à jour cette année :

- Organisation
- Classification de l'organisme
- Classification
- Job Title

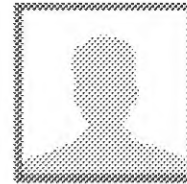
The Training and Development Directorate (TDD) needs everyone's help to confirm that their GCCampus profile information is accurate.

Log in to your [GCCampus](#) account on the Canada School of Public Service (CSPS) website to make sure your profile is up-to-date. Verify that your **organization** is the Canada Border Services Agency and that your **email address** is correct.

This information will help TDD get a better picture of your training needs and overall CSPS usage.

If you have any questions, contact the [CSPS Client Contact Centre](#) by email or telephone at 1-866-703-9598 (toll-free). Agents are available to help Monday to Friday, 8:00 a.m. to 8:00 p.m. (EST).

MISE À JOUR DE VOTRE PROFIL SUR GCCAMPUS CET ÉTÉ



À mettre à jour cette année :

- Organisation
- Classification de l'organisme
- Classification
- Titre du poste

La Direction de la formation et du perfectionnement (DFP) a besoin de votre aide pour confirmer que les renseignements dans votre profil GCCampus sont exacts.

Veuillez vous connecter à votre compte [GCCampus](#) sur le site Web de l'École de la fonction publique du Canada (EFPC) et vérifier si votre profil est à jour en vous assurant que votre **organisation** est l'Agence des services frontaliers du Canada et que votre **adresse courriel** est la bonne.

Ces renseignements aideront la DFP à avoir une meilleure idée de vos besoins de formation et de votre utilisation générale de l'EFPC.

Si vous avez des questions, n'hésitez pas à communiquer avec le [Centre de contact avec la clientèle de l'EFPC](#) par courriel ou par téléphone au 1-866-703-9598 (sans frais). Des agents sont là pour vous aider du lundi au vendredi, de 8 h à 20 h (heure de l'Est).